Notes from SAM Refresher Training
April 5, 2006

Open discussion:

Q: VT - Why are both users and cardholders showing up in the cardholder query? This messes up the cardholder count.
A: The query results show everyone that is listed in the system's database. You can run a query that filter out the users if you don't want to see them.

Q: DRS - Why do queries time out, kick us off the system and when we log back in why don't I see the query results on the home page?
A: Not sure why the system is kicking you out. The system does notify users when queries take more than 30 seconds to generate the results. Those queries once completed should be available on your home page.

Q: Hanover County - Are Merchant query results unique to your particular agency because I get the entire Commonwealth's data when I run this query type?
A: You get the entire Commonwealth's data when you run Merchant queries therefore you will have to filter out any data that does not pertain to your agency.

Q: VT - Can I copy the query from the DMBE Custom report in the Virginia database to the Virginia Tech database?
A: No. The file feeds from DMBE for that report are only loaded in the Virginia database.

Q: Hanover County - Can we see queries that other people create?
A: Only if they are saved as a public query.

Q: Hanover County - How can you tell what a query will do?
A: By opening the query to see what criteria is selected for extracting.

Q: VT - I have been adding users to my database. Should I?
A: Yes, since you have the ability to set cardholders defaults. GE cannot separate the functionality of adding users and adding defaults.

Q: RU - Can we see the specific details on what was purchased?
A: The level of detail passed at the point of sale depends on that merchant's transaction data level (levels 1, 2 or 3) and the merchant's acquiring bank. Level 3 passes the most details.

Q: RU - How can we check to see their level?
A: You can run a transaction query with line item details. The criteria you need are transaction data level greater than 2 and you will need to enter a date range.

Q: VT - Does the custom report provide the entire Commonwealth's data or is the data pulled based on your log in?
A: That data is pulled based on the log in and is specific to your agency. You only get your agency's SWAM data.

Q: GMU - Can we add additional fields for card defaults and accounting codes?
A: Additional fields cannot be added by the end users. Contact DOA, they can add them.